Lucent Technologies
Bell Labs Innovations

Aria User Interface on Intuity™ Messaging Solutions

Feature Description

Issue 5
May 1999

Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

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Federal Communications Commission Statement

Part 15: Class B Statement. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving television or radio antenna where this may be done safely.
- To the extent possible, relocate the receiver with respect to the telephone equipment.
- Where the telephone equipment requires ac power, plug the telephone into a different ac outlet so that the telephone equipment and receiver are on different branch circuits.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS593M-11185-MF-E.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Trademarks

DEFINITY is a registered trademark of Lucent Technologies in the U.S. and throughout the world.
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Order:	Document No. 585-310-803
	Comcode 108487117
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For additional documents, refer to the section entitled, "Related Documents" in "About This Book."

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Warranty

Lucent Technologies provides a limited warranty on this product. Refer to the "Limited use Software License Agreement" card provided with your package.

European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that XXX equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:
EMC Directive89/336/EEC
Low Voltage Directive73/23/EEC

CE   The "CE" mark affixed to the equipment means that it conforms to the above Directives.

Disclaimer

Intellectual property related to this product and registered to AT&T Corporation has been transferred to Lucent Technologies Incorporated.

Any references within this text to American Telephone and Telegraph Corporation or AT&T should be interpreted as references to Lucent Technologies Incorporated. The exception is cross references to books published prior to December 31, 1996, which retain their original AT&T titles.

Heritage

Lucent Technologies - formed as a result of AT&T's planned restructuring - designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronics components. The world-renowned Bell Laboratories is the research and development arm for the company.

Acknowledgment

This document was prepared by the Product Documentation Development group, Lucent Technologies, Denver, CO and Columbus, OH.

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About this Document

Purpose

This book contains feature description information about the Aria User Interface on INTUITY™ Messaging Solutions Release 4.4.

This documentation applies to the Multi-Application Platform 40P (MAP/40P), the Multi-Application Platform 5P (MAP5/P), and the Multi-Application Platform 100P (MAP/100P). Use it in addition to the procedures in the following documentation:

- MAP/40P

  — *Lucent INTUITY Messaging Solutions Release 4 System Description*, 585-310-235

- MAP/100P

  — *Lucent INTUITY Messaging Solutions Release 4 System Description,* 585-310-235

- MAP5/P

  — *Lucent INTUITY Messaging Solutions Release 4 System Description*, 585-310-235

Intended Audiences

This documentation is intended primarily for the personnel responsible for the administration of the Aria user interface on the INTUITY Messaging Solutions system.

Release History

This is the first release of this documentation.

How to Use This Documentation

This documentation is organized into the following sections:

- Feature Comparison

- Multimedia Auto-Attendant description

- Extended Absence Greeting description

- Mailbox Auto-Forward description

Conventions Used

This section describes the conventions used in this documentation.

Terminology

- The word "type" means to press the key or sequence of keys specified.
  For example, an instruction to type the letter "y" is shown as

    Type **y** to continue.

- The word "enter" means to type a value and then press $\boxed{\text{ENTER}}$. For
  example, an instruction to type the letter "y" and press $\boxed{\text{ENTER}}$ is shown as

    Enter **y** to continue.

- The word "select" means to move the cursor to the desired menu item and
  then press $\boxed{\text{ENTER}}$. For example, an instruction to move the cursor to the
  start test option on the Network Loop-Around Test screen and then press
  $\boxed{\text{ENTER}}$ is shown as

    `Select Start Test.`

- The Lucent INTUITY system displays *windows, screens, and menus*.
  "Windows" show and request system information. "Screens" request that
  you enter a command at the `enter command:` prompt. "Menus" present
  options from which you can choose to view another menu, or a screen or
  window.

- The words "subscriber" and "user" are interchangeable terms that
  describe a person administered on the Lucent INTUITY system. The word
  "user" is the preferred term in the text; however, "subscriber" appears on
  most of the screens.

- Keys that you press on your *terminal or PC* are represented as rounded
  boxes. For example, an instruction to press the enter key is shown as

    Press $\boxed{\text{ENTER}}$.

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- Two or three keys that you press at the same time on your *terminal or PC* (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold (ALT) while typing the letter "d" is shown as

    Press (ALT) (D).

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 2 is shown as

    Press (F2) (Choices).

- Keys that you press on your *telephone keypad* are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as

    Press (1) to record a message.

Screen Displays

> **NOTE:**
> The screen displays outlined in this section refer *only* to the INTUITY™ AUDIX® screens used for the installation of the Aria User Interface software. Administration of the Aria User Interface software is completed via the web-based administration screens. See the help-based documentation associated with these screens for more information.

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style `constant-width` type, as shown in the following two examples:

Example 1:

    Enter the number of ports to be dedicated to
    outbound traffic in the

    Maximum Simultaneous Ports field.

Example 2:

    Alarm Form Update was successful.

    Press <Enter> to continue.

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■ The sequence of menu options that you must select to display a specific screen or submenu is shown as follows:

Start at the Lucent INTUITY Administration menu and select

> Customer/Services Administration

> Alarm Management

In this example, you would access the Lucent INTUITY Administration menu and select the Customer/Service Administration menu. From the Customer/Service Administration menu, you would then select the Alarm Management screen.

■ Screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same.

Other Typography

■ Commands and text you type in or enter appear in **bold type**, as in the following examples:

Example 1:

Enter **change-switch-time-zone** at the enter command: prompt.

Example 2:

Type **high** or **low** in the Speed: field.

■ Command variables are shown in **bold italic** type when they are part of what you must type in and *regular italic* type when they are not, for example

Enter **ch ma *machine_name***, where *machine_name* is the name of the call delivery machine you just created.

Related Resources

This section describes additional documentation and training available for you to learn more about installation of the INTUITY product.

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Documentation

It is suggested that you obtain and use the following books in conjunction with this feature overview book:

- *Lucent INTUITY Messaging Solutions Release 4 System Description*, 585-310-235

- *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564

It is suggested that you obtain and use the following book for information on security and toll fraud issues:

- *BCS Products Security Handbook*, 555-025-600

See the inside front cover for information on how to order Lucent INTUITY documentation.

Trademarks and Service Marks

The following trademarked products are mentioned in this book:

- AUDIX and Octel are registered trademarks of Lucent Technologies.

- INTUITY is a trademark of Lucent Technologies.

- UNIX is a registered trademark of UNIX Systems Laboratories, Inc.

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We are interested in your suggestions for improving this documentation. Please send comments via email to *octeltechpubs@lucent.com*.

Please be sure to mention the name and order number of this documentation.

Feature Overview

<div style="text-align: right; font-size: 3em; font-weight: bold;">1</div>

What's in This Chapter?

The information in this chapter details the features of the Aria on Intuity™ telephone user interface (TUI). This interface duplicates the native Aria Interface and adds the capabilities of the Lucent Intuity interface.

This release of the Aria on Intuity interface also includes the following new features:

- Multimedia Auto-Attendant
- Extended Absence Greeting
- Mailbox Auto-Forward

Online help for the administration screens is also included.

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Feature Comparison

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Feature Comparison

The Table 1-1 table lists which features are available on Aria, Intuity, and Aria on Intuity.

Table 1-1. Feature Comparison

Feature	Aria	Intuity	Aria on Intuity
Multimedia Auto-Attendant			✔
Extended Absence Greeting	✔		✔
Mailbox Auto-Forward	✔		✔

Multimedia Auto-Attendant

The Multimedia Auto-Attendant (MMAA) replicates all the functionality found in the Aria and AUDIX Automated Attendants and extends it with multimedia capabilities.

Administration

See *Lucent Intuity AUDIX Multimedia Automated-Attendant Administration* for administration procedures.

Feature Capabilities

- Multiple submenus

- Multiple automated attendants on the same system

- Import/Export functionality for the automated attendant

  The feature allows you to replicate the entire automated attendant, including prompts and greetings, to any other messaging server running the same version of MMAA.

- Shared ports with messaging

  This feature allows you to share ports with messaging. This eliminates the need to dedicate ports to the automated attendant.

- Fax back

  This feature allows you to fax back on the same call.

- Universal navigation controls

  This feature allows you to choose either the Aria style or the Intuity style of navigation controls.

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- Schedule-based routing

  This feature allows you to select routing based on time of day, day of the week, business hours, holidays, and so on.

- Traffic reports

  This feature supports standard traffic reports.

Extended Absence Greeting

Extended Absence Greeting (EAG) is a feature that is available for AUDIX TUI users via the Application Menu. This feature requires a caller to listen to your greeting before leaving a message. It also notifies a caller that an EAG is active for the message recipient.

Administration

The system administrator can set the EAG to either "warning" or "block" for each user based on class of service (COS). If set to warning, callers are required to listen to the greeting. It is then their choice whether or not they leave a message. If set to block, callers are required to listen to the greeting and are prevented from leaving a message.

Feature Capabilities

- Record EAG

  This feature allows you to record an EAG and turn it on or off.

  > **NOTE:**
  > When recording an EAG, remember to state in your greeting that your EAG is active and that you are either accepting or denying messages.

- Block
  - Callers:

    When a caller connects to your mailbox, this feature allows the system to play your greeting and take no messages. The system will not allow a caller to leave a message.

  - Users:

    When another mailbox user sends you a message, the system sends a message notifying them that the EAG feature is enabled and cannot accept any messages. The system also returns the message.

- Warning

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— Callers:

When a caller connects to your mailbox, this feature allows the
system to play your greeting and take messages.

> **NOTE:**
> The Intuity AUDIX TUI provides the block but not the warning feature
> for callers.

— Users:

When another mailbox user sends you a message, the system
sends a message notifying them that the EAG feature is enabled for
your mailbox.

Mailbox Auto-Forward

Mailbox Auto-Forward (MAF) is the ability to selectively forward your messages to
other destinations.

Administration

You can administer this feature from the TUI, from a Web screen, or from the
Application Menu.

Feature Capabilities

- Turn forwarding on/off

  This feature allows you to turn forwarding on or off based on time of day.

- Define forwarding numbers

  This feature allows you to enter the number or numbers you want to
  forward messages to. The message is forwarded once. If the mailbox
  receiving the forwarded message has forwarding turned on, the message
  is not forwarded again. When Internet Messaging is present, any POP3-
  compliant device can have messages forwarded to it. The ability to
  access the message from a POP3 device depends in part on the device
  selected. For example, if you forward messages to a digital PCS cellular
  telephone, you cannot access any binary component that may be present
  in the message. When a message is forwarded, available information from
  the header (from, subject, and status) is included.

- TUI

  This feature allows only one destination for all messages. This destination
  must be a valid mailbox or network address.

- GUI (Web-based)

  This feature allows multiple destinations including email addresses.

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■ Define filtering rules

This feature applies to GUI users only. It allows you to optionally forward select messages based on the following criteria:

— Message status: normal, private, or priority

⟹ **NOTE:**
You cannot forward private messages.

— Media: voice, text, fax, or binary

— Originator

— Annotation string

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